



Office of the Chairman

Surface Transportation Board
Washington, D.C. 20423-0001

September 6, 2011

Mr. Charles W. (Wick) Moorman
Chairman, President and Chief Executive Officer
Norfolk Southern Corporation
Three Commercial Place
Norfolk, VA 323510-2191

Re: End-of-Year 2011 Railroad Service Outlook

Dear Wick:

For several years, the Surface Transportation Board has asked NS to provide a forward-looking assessment of its ability to meet end-of-year business demands for U.S. rail service. We are aware that freight rail volumes nationwide have rebounded strongly from the lows of the recession, but that overall carload volumes are still trailing pre-recession levels, and year-over-year growth appears to be slowing. Intermodal traffic has seen an even stronger resurgence, but, again, gains may be tapering off.

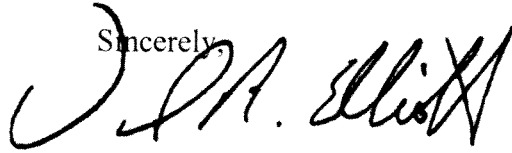
I ask that you provide the Board with a brief description of your outlook and plans for the balance of 2011, including:

- The overall actions your railroad will take to prepare for an end-of-year shipping season, with specific references to critical commodity areas such as: agriculture (grain, grain products, and ethanol), coal, chemicals and intermodal;
- A summary of the investments you have made in freight service and capacity improvements for the past year, including your progress on the Heartland and Crescent Corridor projects, and your anticipated rail congestion points and plans to improve them, with specific attention to mitigating potential winter storm related interchange issues in Chicago;
- Developments in passenger rail service access (Amtrak, commuter or high-speed rail), and Amtrak on-time performance on NS lines;
- Latest NS service performance in connection with Pan Am Southern; and finally
- A report on your company's most recent customer service survey.

Please provide the Board with this information by September 27, 2011. Keep in mind that, as has been the case in the past, the Board expects to make your response

public. I look forward to your response and to continuing to work together to ensure that the shipping public has efficient and reliable rail service.

Sincerely,

A handwritten signature in black ink, appearing to read "D. R. Elliott". The signature is fluid and cursive, with a large initial "D" and a stylized "R".

Chairman Daniel R. Elliott

cc: The Honorable Ann D. Begeman, Vice Chairman
The Honorable Francis P. Mulvey, Commissioner